

ICT Guide to Troubleshooting Failed Login Attempts

✖ There are currently no logon servers available to service the logon request.

Explanation

This error occurs on laptops and other wireless machines when the user attempts to log on to the network before the machine's wifi device has initialised. When the log-in attempt is sent with no wifi connection, Windows gets no reply and assumes that the log-in servers are unavailable.

Fix

Wait up to a minute before trying again. If this doesn't fix the issue then restart and practise the prevention method below.

Prevention

Wait a short while (up to a minute) after the log on screen appears before attempting to log on to wireless machines.

✖ The user name or password is incorrect.

Explanation

Contrary to popular belief this message appears when the user name or password has been entered incorrectly.

Fix

The following steps should be taken to resolve this issue.

- ✖ Check that Caps Lock is disabled.
- ✖ Check that Num Lock is disabled (applies to laptops more than desktops).
- ✖ Clear the username and password fields by pressing Delete and Backspace until the fields display 'User name' and 'Password'.
- ✖ **IN RARE CASES THE MACHINE MAY NOT BE CONNECTED TO THE DOMAIN. CHECK THAT THE TEXT BELOW THE PASSWORD FIELD READS 'LOG ON TO: MYLEARNING'. IF IT DOES NOT, CONTACT THE ICT DEPARTMENT FOR FURTHER INSTRUCTION.**
- ✖ If all else fails, ring or visit the ICT workshop to have the password reset.

Prevention

Try all of the above fixes before attempting to log-on. Remember, the username is made up from the suffix of the year that the student was in year 7, followed by the initial of the first name, finishing with the surname. For example, if Joe Bloggs is in year 9 in 2012, his username would be 10jblogs

The trust relationship between this workstation and the primary domain failed.

Explanation

This error occurs when the computer is no longer correctly assigned to the domain.

Fix

This is one we have to fix. If it's a laptop, bring it in or send it to us, otherwise phone us up.

The user account has been locked.

Explanation

This means that the account has been disabled, usually due to an infraction.

Fix

If the account has been locked due to an infraction then it must be taken up with the relevant disciplinary authority. We are not authorised to unlock accounts of our own will.

If you believe the account is locked in error then phone or visit the ICT workshop, citing the locked username and we will investigate.

Prevention

Read and abide by the College's Acceptable Use Policy which can be found at

<http://frog.bideford.devon.sch.uk/index.phtml?d=163193> (there is currently a link on the Frog home page).